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30 JUL 1962

MEMORANDUM FOR : Director of Personnel

SUBJECT : Benefits and Services Division -  
Annual Report for FY 1962

1. Detailed reports are attached showing the results of activities conducted by Benefits and Counseling Branch and Insurance Branch during FY 1962.

2. Since the Credit Union operates on a calendar year basis, a detailed annual report will be submitted as of 31 December 1962. As an interim report the following items are considered to be of significance in comparing the current Credit Union position with that of 30 June 1961:

- a. Membership increased 2% to a total of [REDACTED]
- b. Share deposits increased 10% to a total of \$7, 713, 410. Loans outstanding at the end of the period increased 11% to a total of \$5, 921, 599.
- c. During the fiscal year 9051 loans were made to members for a total of \$7, 551, 202.

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3. The steadily increasing volume of business transacted by the Credit Union has been accommodated without an increase in staff personnel but at a substantial increase in the use of part-time employees. Since the move to the new building this cost has already increased 125% and is rising steadily. The purchase of two new accounting machines will permit conversion to a "back office" bookkeeping system which should enable us to hold the line at the present number of employees.

4. With respect to Benefits and Services Division as a whole, during the past 10 months the organization, programs, functions and processes have been studied intensively. Some changes in organizational structure and methods of operating have been initiated which have resulted in improved efficiency. Other proposed changes are still under study.

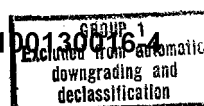
5. To meet the demands of the expanded scope of the Division's programs a thorough review of personnel requirements also was made. Most members of the Division were found to be well qualified, competent employees who perform their jobs effectively. A very few have been identified

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as lacking in basic qualifications or otherwise unsuited for BSD activities and have been referred to the Chairman of the Career Service Board for appropriate action.

6. The attachments contain detailed statistical analyses of the year's workload and also include a brief description of longer range developments currently under consideration.

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Chief, Benefits and Services Division

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